Client Services Known Issues List v3.1.643

WORKAROUNDS FOR PILOT SITE ONLY:

- In order for eWIC benefits issued to be valid for purchase using the Card, the Caregiver's Date of Birth must be present in the system. Until this field can be added to the system in the next release on the Demographics window for Caregivers that are not also clients, when entering clients whose Caregiver is not also a WIC client, the clinic must contact the Help Desk and provide the following information: 1) Client ID from the group, and 2) Caregiver's Date of Birth.

- Currently the system does allow for voiding issued formula during the reissuance process on the new Modify Benefit Issuance – Reissue Formula Benefits wizard.   During the pilot phase of Version 3.1 when formula needs to be voided due to a reissuance, the clinic will need to contact the Help Desk to request the formula to be voided. Please provide the following information when calling the Help Desk: 1) Client ID, 2) formula name, 3) First Use Date of the formula to be voided, and 4) the number of items to be voided.

Known Issues for Client Services 3.1.643			
#	BUG ID	Screen	Bug Workaround
1.	7133	30 Day Temp-Migrant	When attempting to recertify a client within a Migrant client group with an Income test within the last 365 days, they incorrectly become a 30 Day Temp. **Workaround:** Enter another Income Test or call the Help Desk.
2.	5906	BFPC Contact Report	When saving the BFPC Contact Report to an Excel Data Sheet, there are several columns that show up on the spreadsheet that should not and may cause confusion for users. **Workaround:** Delete the columns that end in "ind" or "Id". For example, column E label is PHClientId and is blank. This column may be deleted for ease of using the report.
3.	7088	Breastfeeding Guided Ad Hoc Report	Counts on this report may be off slightly due to February dates. Any infants born on the 29, 30, 31 of a month and the end of their cohort lands at the end of February, the infant will not show up on the report. First example, for the 2 month cohort, infants born on December 29, 30, and 31 will not show up on the report because the end of their cohort would be after February 28 on dates that are not continuously present in the month of February. The same would be true for our second example, the 7 month cohort for those infants born on July 29, 30, and 31. **Workaround:** None
4.	8513 (eWIC only)	Card Management	When changing PIN number on the Card Management window on an active card a warning message incorrectly displays stating the card number is not in the Card Inventory. **Workaround**: Select OK on the pop-up message and continue.
5.	8514 (eWIC only)	Card Management	The system displays an incorrect message on the Card Management window indicating the card is not in the Card Inventory if PIN entries do not match upon initial PIN entry. Upon Save of the record the system displays the proper message indicating invalid PIN. **Workaround:** Select OK on the pop-up message and continue.
6.	8372 (eWIC only)	eWIC Activity	Currently the eWIC Activity screen is rounding to one decimal place. Therefore on items such as fruits and vegetables it will round to the closest $.10 rather than the actual amount.

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#	BUG ID	Screen	Bug / Workaround
			Workaround: None. The eWIC Balance displays the proper remaining balance and can be used to see the actual balance amount.
7.	8347 (eWIC only)	Find Client, Switch Group, Link Infant to Mother, Transfer From In State Program, Manage Complaints About a Caregiver	The system clears previous 9 digits entered when you enter in a 10th digit in the eWIC ID field. **Workaround:** None. Currently eWIC IDs are less than 9 digits.
8.	7658	Health Interview History	The newly added "Pregnancy History" and "ATOD History" links on the Health Interview History window do not refresh to display (or not display) correctly based on the client's category when switching between group members. For example, you may be on a Child client, but you will have the "Pregnancy History" and "ATOD History" links displaying. **Workaround:** Close and reopen Health Interview History after switching group members.
9.	7665	Income History	Income Eligibility tests with long Source Descriptions can cause other fields on the Income History window to not display correctly. It can cut off the bottom of the proof dropdown and the Self-Declared checkbox. **Workaround:** None. In some cases the Proof field may not display in its entirety. To fully display, enter no more than 60 characters.
10.	6177	Outreach Contacts	Addresses with Zip Codes containing less than 9-digits causes inaccurate Zip Codes to print on the Outreach Contact Mailing Labels. **Workaround:** Enter only 9-digit Zip Codes. If only the 5-digit Zip Code is known enter 0000 to complete the 9-digit Zip Code.
11.	8280 (Checks / Vouchers only)	Print Checks / Print Vouchers	When a client is certified as a 30 Day Temp client due to lack of proofs and is a member of a group with other clients in full certification periods the system incorrectly limits all group members to one month of checks/vouchers. **Workaround:** Delete the shared proof, print out checks, then re-enter the proof pending.
12.	8529 (eWIC only)	Sign for Cards	The system incorrectly displays a Save Complete message when Cancel is selected on Sign for Cards. **Workaround:** None. The system correctly does not create Sign for Cards records on Contact History.
13.	6243	Survey	Statewide Survey questions and answers are not removed from the Available Survey Questions list after answering and saving. **Workaround:** Only answer the question one time and disregard the duplicate question in the Available Survey Questions list.
14.	8359 (eWIC only)	Terminate WIC Client	When the client's benefits Last End Use Date is after the client's certification period end date the user is unable to enter a Termination Effective Date on Terminate WIC Client window that satisfies the two validations currently in the system. **Workaround:** Void future benefits so the Last End Use Date of current valid benefits are prior to the client's certification period end date.